



520-000059/273365

6P 2645 A
#7
4/23/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Jeff H. Swartz

Application No. 09/614,781

Filed: July 12, 2000

METHOD AND SYSTEM FOR
INFORMING CALLERS WITHIN A QUEUE

Before the Examiner:
Smith, Creighton H.

Group Art Unit: 2645

RESPONSE TO SECOND NONFINAL OFFICE ACTION

RECEIVED

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

APR 19 2004
Technology Center 2600

Sir:

In response to the Office Action dated January 7, 2004, please consider the following.

The Commissioner is authorized to grant any extensions of time and charge any fees that may be due or credit any overpayment to Deposit Account No. 23-3030, but not to include issue fees.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on:

Date of Deposit: 7 April 2004

Name of Registered Representative: L. Scott Paynter

Signature: 